



DISNEY CRUISE LINE

Disability Access for Disney Magic

VISUAL DISABILITIES AUDIO DESCRIPTION

Movies in the Buena Vista Theatre are available with audio description. Receivers are available at Guest Services; although there is no charge for their use, a refundable security deposit will be charged to the Guest's account and removed upon its return.

ALTERNATIVE FORMATS

Guest information may be available in larger print or audio format; please contact Guest Services. In addition, Crew Members are available to assist with shipboard directions and reading information.

HEARING DISABILITIES

A pad of paper and pens / pencils are readily accessible for Crew Members to utilize, if necessary, to communicate with Guests.

ASSISTIVE LISTENING DEVICES

Guest Services has Assistive Listening receivers to amplify sound for Guests with mild to moderate hearing loss at various locations aboard ship. Although there is no charge for the use of the receivers, a refundable security deposit will be charged to the Guest's onboard account and removed upon return of the receiver.

WRITTEN AIDS

Guest Assistance Packets containing show scripts, flashlights, and pen/paper are available at Guest Services. Packets can be signed out and kept until the night before debarkation, when they must be returned to Guest Services.

CAPTIONING

Captioning on a Guest's stateroom TV may be activated using the CC button or TV menu options. Guests should be aware that due to satellite limitations and other factors, not all video sources or television signals are available with a caption playback option. Certain movies in the Buena Vista Theatre are available with open captions. Please consult your Personal Navigator or Guest Services for additional information.

STATEROOM COMMUNICATION KIT

Stateroom Communication Kits are available for Guests with hearing disabilities and contain a base unit with alarm clock, bed shaker notification, doorbell and phone alerts, and smoke detector with a strobe light. In addition, a stateroom TTY can also be provided. Guests may make arrangements for a Stateroom Communication Kit by contacting Guest Services while onboard ship.

SIGN LANGUAGE

Please contact Guest Services for further information about American Sign Language services.

CHILDREN'S SPACES

it's a small world nursery
Group babysitting in it's a small world nursery is available to all children three years of age and under. We do not provide babysitting in Guest staterooms. Reservations can be taken at any time throughout the cruise. Space is limited and available on a first-come, first-served basis, based on counselor availability. In order to accommodate as many families as possible, we may limit the number of multiple requests per family. Additional fees will apply.

YOUTH ACTIVITIES

Youth Activities is open to all children ages 3-17, who are completely toilet trained, able to interact comfortably within our counselor-to-child ratio groups and with peers of their own physical size. Teens and tweens activities are also available in separate areas from the younger children.

EXCEPTIONS THAT MAY PREVENT PARTICIPATION

A child who has a contagious disease or who shows symptoms of illness, such as fever, vomiting, diarrhea, unexplained skin rash, discharge from the nose or eyes or has any other contagious disease or illness will not be allowed to participate. A child who becomes disruptive within the group may not be allowed to participate further without a parent or guardian present.

SPECIAL REQUESTS THAT WE ARE UNABLE TO ACCOMMODATE

Unfortunately, we are unable to accommodate children who require one-on-one care, children who need the attention of a counselor with special training, or children who need counselor-assisted medical attention.

OPPORTUNITIES FOR CHILDREN WITH NEEDS EXCEEDING THE PARAMETERS FOR YOUTH ACTIVITIES PARTICIPATION

Disney Cruise Line offers a multitude of events and activities throughout the ship, which the entire family can enjoy together, including main stage shows, family game shows, first-run movies, deck parties and events, selected port adventures, and activities at Disney's Castaway Cay. Parents /guardians may accompany their child to the Oceaneer Club and Oceaneer Lab programs and activities during the Open House times throughout the cruise. Families are encouraged to speak with the Youth Activities Manager onboard for questions regarding our participation guidelines.

DISNEY'S CASTAWAY CAY PATHWAYS

There are paved pathways throughout the main promenade for access to First Aid, She Sells Seashells and Everything Else, Cookie's BBQ, Cookies Too BBQ, Spring-A-Leak, Pelican Point Tram Stop, Buy the Seashore, Gumbo Limbo, Pop's Props, Dig In, Conched Out Bar, In Da Shade Games, all pathways leading to the Cabanas and all restrooms (excluding Serenity Bay). Hard-packed sand pathways provide wheelchair access to Gil's Fins and Boats, Heads Up Bar, the massage cabanas at Serenity Bay, Lookout Point leading to Pelican Deck of Pelican Plunge and Castaway Air Bar. The remaining areas, mainly beach, are accessible via sand wheelchairs, which are available free of charge on a first come, first-served basis.

TRAM SERVICE

Personal wheelchairs can board the tram that runs on Castaway Cay; however, motorized scooters and sand wheelchairs do not fit on the tram.

SAND WHEELCHAIRS

Castaway Cay has a limited number of sand wheelchairs available on a first-come, first-served basis at no charge. The majority of these chairs can be picked up across from Scuttle's Cove, with a few available at Serenity Bay. Your personal or shipboard wheelchair may be left at Scuttle's Cove or Serenity Bay while you are using the sand wheelchair. Please take all personal items with you when leaving your wheelchair at these locations. Please note: Sand wheelchairs are not designed for use in the water.

ACCESSIBLE RESTROOMS

Accessible restrooms are located next to First Aid, inside Scuttles Cove (for children), Cookies Too BBQ and Windsock Hut at Serenity Bay Beach. Companion-assisted restroom facilities are at First Aid, Cookies Too BBQ and Windsock Hut locations.

ADDITIONAL INFORMATION

Please contact Guest Services for any additional questions or concerns that you may have. Our Crew Members will be more than happy to assist you!

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MOBILITY DISABILITIES WHEELCHAIRS

Disney Cruise Line strongly advises Guests requiring the use of a wheelchair to travel with someone who is able to assist them both aboard ship and on shore. Guests may need to transfer from their wheelchairs to utilize certain facilities (such as Guest pools and tenders), and this transfer may require the assistance of a member of their party.

SAFETY REMINDER

Safety regulations require all Guest personal equipment - including wheelchairs, electric mobility scooters and strollers - be stored inside Guest staterooms when not in use. Parking electric mobility scooters, wheelchairs, strollers or other devices in Guest corridors or stairwell landings is strictly prohibited. If necessary, please contact Guest Services for alternate parking locations.

ACCESSIBLE STATEROOM DOOR OPENER

A power assisted door opener is provided that can open your stateroom door upon scanning your Key to the World card. If your door does not open electronically and you require this feature please contact your Stateroom Host(ess) or Guest Services to request activation.

ACCESSIBLE COMMON AREA RESTROOMS

Wheelchair accessible public restrooms are located at the following locations:

- Deck 10 Aft - by Palo
- Deck 9 Forward - by the Senses Spa & Salon
- Deck 4 Forward - by Walt Disney Theatre
- Deck 3 Aft - by Carioca's

LOCATION ACCESS

Access to shipboard facilities is generally through its main entrance. However, accessibility varies from location to location. Guests may contact a Crew Member at each location for additional information.

RESTAURANTS / LOUNGES

Lumiere's - Located on Deck 3 Midship.

Access for Guests using wheelchairs is through the portside entrance (next to Promenade Lounge)

Fathoms - Located on Deck 3 Forward.

Ramp access to the upper level is located by the bar area.

THEATRE SEATING

Crew Members will be at the Deck 4 entrance to the Walt Disney Theatre beginning 30 minutes prior to show times to assist Guests with seating. Wheelchair seating is available in the rear of the theatre, as well as in the front row. Guests wishing to be seated in the front row of the theatre should contact a Crew Member outside the entrance for assistance at least 10 minutes prior to show time. Wheelchair seating in the Buena Vista Theatre is available in the rear of the theatre.

ON-DECK VIEWING AREAS

For activities around Goofy's Pool, a designated viewing area for Guests using wheelchairs is available on Deck 10 (overlooking the pool area). An activity participation area for Guests using wheelchairs is located on Deck 9 Midship, Port side, near the gazebo. Crew Members will be at these locations to assist Guests in wheelchairs 30 minutes prior to the commencement of on-deck activities. Guests requesting Crew Member assistance should arrive no later than 10 minutes prior to the commencement of the on-deck activity.

ELEVATOR ACCESS

The Midship elevators are smaller than the Forward and Aft elevators. Therefore, Guests using wheelchairs should use the Forward or Aft elevators when possible for easier access.

RECREATION

Senses Spa & Salon / Fitness Center - Located on Deck 9 Forward
Please see a Spa host / hostess for accessible treatment opportunities.
Promenade Deck - Deck 4

For outer deck access, Guests using wheelchairs should use the Forward or Aft doors.

POOL LIFT

Guest Services is your onboard contact to arrange a time and location for your pool lift needs. The pool lift may be available only for requested periods and cannot remain in place for the duration of the sailing. Please be advised of pool operating hours as well as adverse weather or sea conditions that may restrict pool lift use. Pool lift maximum weight limit is 300 lbs.

IN PORT ACCESS

One highlight of your Disney Cruise Line adventure is exploring the ports of call; please note that many of the shops and facilities in foreign ports of call may not be accessible to Guests with disabilities. Please consult the Port Adventures team for accessibility information.

GOING ASHORE

When possible, we dock at each port of call so Guests may travel directly from the ship to the shore via the gangway. Typically, gangways provide a minimal incline for embarking and disembarking the ship.

However due to tidal changes or other causes, there may be times where the gangway could be at a steep incline. This can be difficult for a passenger with limited mobility and/or using a wheelchair or mobility device. Crew Members can provide some gangway assistance, but in particular cases may request to assist Guests separately from their wheelchair/device.

At times, the ship may anchor some distance from the port and use tenders (small boats) to transport Guests from the ship to shore and back.

The tendering process can be extremely difficult for a passenger with limited mobility and/or using a wheelchair or mobility device. Normally, the wheelchair must be lifted down a gangway to a platform and then transferred into the tender. Guests may have to be transferred separately from their wheelchairs/devices.

In certain situations, it may be impossible for Guests with limited mobility and/or using a wheelchair or mobility device to utilize the gangway or transfer to the tenders. The decision to assist and allow passage of Guests via a steep gangway or tender is at the sole discretion of the Captain or his designee.